

TRICARE Fundamentals Course

Module 3


DEERS

Participant Guide


References

DoD Directive 1341.1 and 1341.2

Module Objectives




Module Objectives




- Explain why DEERS registration is important
- List examples when a beneficiary's DEERS record needs to be updated
- Locate contact information when assistance is needed

The Defense Enrollment Eligibility Reporting System (DEERS)



DEERS



- What is DEERS?
- When to update DEERS records
 - Sponsor's responsibility
- Types of data in DEERS

DEERS is:

The Defense Enrollment Eligibility Reporting System:

- Developed in response to a congressional mandate to improve the control and distribution of available military health care services
- Serves as a centralized Department of Defense (DoD) repository of personnel information
- Provides a link between the personnel community and the Military Health System (MHS) via the Composite Health Care System (CHCS)
- Contains detailed personnel eligibility information for benefits and entitlements distributed to uniformed services members, retirees, certain foreign military members, DoD civilians, other personnel as directed by the DoD, and eligible family members
- Serves as the database of record for eligibility, enrollment, civilian Primary Care Manager (PCM) assignment, catastrophic cap, deductible, and enrollment fee totals
- Provides standardized TRICARE Prime enrollment cards
- Provides PCM change letters and disenrollment letters
- Requires beneficiaries' registration to establish TRICARE eligibility
- Requires beneficiaries' registration to receive care in military treatment facilities (MTFs)
- Requires beneficiaries' registration to have claims for civilian health care processed by TRICARE

Eligibility is determined by the uniformed services. Contact your nearest military personnel office if you have eligibility questions.

Remember that sponsors are responsible for registering their family members in DEERS and updating these records through the nearest military personnel office or ID card issuing facility.

Note: Medal of Honor recipients, family members, and survivors' records must be loaded correctly in DEERS for them to be eligible for TRICARE.

When to Update DEERS

Some of the common reasons for initial entry into DEERS include the following:

- Entering the military
- Gaining new family members through marriage, birth, or adoption.

Examples of sponsor's status changes that need a DEERS update:

- Activates
- Reenlists
- Separates
- Retires
- Becoming Medicare eligible at age 65
- Disability due to end stage renal disease or other physical or mental condition that designates a beneficiary as dual eligible (Medicare eligible)
- Moves/changes address

Common reasons to update DEERS for family members include the following:

- Marriage
- Divorce
- Birth
- Adoption
- Child enrolled as a full-time college student beyond 21st birthday but only until graduation or 23rd birthday, whichever comes first
- Death
- Moves/changes of address
- New contact information when a child goes away to college
- Enlistment of a child in the military

DEERS Data

DEERS is a database of record for eligibility, enrollment, and claims processing. Types of data in DEERS include the following:

- Military sponsor's name
- Family members' names
- Residential address and telephone number
- Mailing address
- Social Security Number
- Date of birth
- Sex
- Eligibility
- Program information (e.g., TRICARE Prime, pharmacy benefits)

TRICARE Eligibility



Unremarried Former Spouses

- As of October 1, 2003, the Social Security Number (SSN) used to verify TRICARE eligibility in DEERS for unremarried former spouses changed.
- DEERS now reflects TRICARE eligibility for these beneficiaries using the unremarried former spouse's own SSN and not the former sponsor's
- Health care information is filed under the unremarried former spouse's own SSN and name
- These beneficiaries use their own name and SSN to schedule medical appointments and to file TRICARE claims
- Unremarried former spouses may contact or visit the nearest identification card issuing facility for questions or assistance
- For more information, review the frequently asked questions on the TRICARE Web site — www.tricare.osd.mil

Eligibility

There are eligibility requirements that unremarried former spouses must meet.

Situation 1, 20/20/20 Rule:

- Medical benefits are extended and continue as long as requirements continue to be met:
 - The parties had been married for at least 20 years
 - The member performed at least 20 years of service creditable for retired pay
 - There was at least a 20-year overlap of the marriage and service

Situation 2, 20/20/15 Rule:

- Medical benefits are extended, if divorce occurred before April 1, 1985, when:
 - The parties had been married for at least 20 years
 - The member performed at least 20 years of service creditable for retired pay
 - There was at least a 15-year overlap of the marriage and service

Note: If the divorce occurred on or after September 29, 1988, these 20/20/15 former spouses qualify for medical benefits for one year from the date of the divorce decree.

Special Circumstances for TRICARE Eligibility

Beneficiary counseling and assistance coordinators (BCACs) should direct beneficiaries who fall under any category below to the ID card issuing facility or unit personnel office about eligibility requirements for the following beneficiary categories:

- Certain family members of active duty service members who were discharged as a result of a court-martial conviction or separated for spouse or child abuse.
- Certain abused spouses, former spouses, and dependent children of service members who were eligible for retirement, but were revoked as a result of abuse of the spouse or child.
- Spouses and children of representatives of NATO and Partners for Peace (PFP) nations that are signatories to the respective Status of Forces Agreements with the United States, while stationed in or passing through the United States on official business.
 - These family members are eligible for outpatient benefits only.

Transitional Survivors

- When an active duty service member dies, family members remain eligible for TRICARE benefits at the active duty family member rates for a three-year period and during this time they are referred to as “transitional survivors”.
 - Transitional surviving family members previously enrolled in TRICARE Prime Remote for Active Duty Family Members lose eligibility for this program upon the sponsor’s death while remaining eligible for TRICARE Prime, Extra, and Standard.
 - At the end of the three-year transition, TRICARE eligibility continues for survivors, but at the retiree family member rates.

How Data Get into DEERS

Sources of official sponsor data include the following:

- Active duty service personnel centers
- Retiree pay centers
- Guard and Reserve personnel centers
- Academies
- U.S. Military Entrance Processing Stations (MEP)



Sources of Official Sponsor Data



- Active Duty Service Personnel Centers
- Retiree Pay Centers
- Guard and Reserve Personnel Centers
- Academies
- Military Entrance Processing Stations

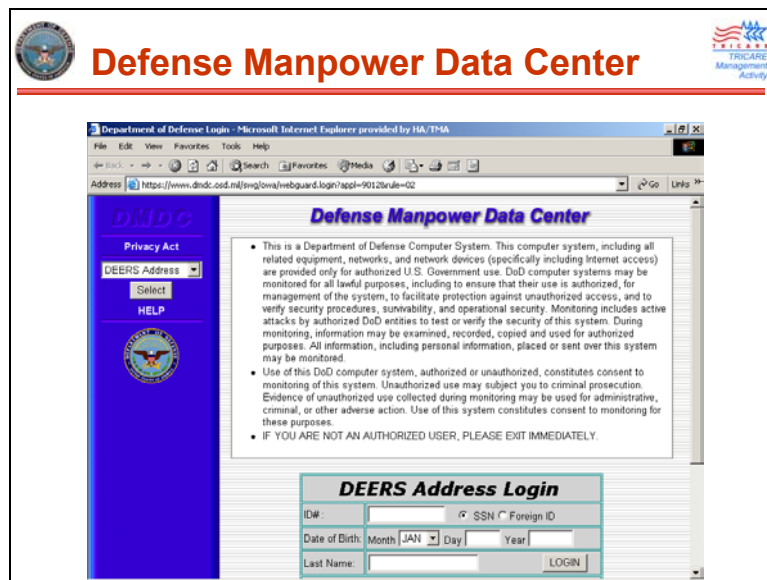
How to Update DEERS

Several Ways to Send Address Changes to DEERS

- Send address changes to DEERS by e-mail. The DEERS e-mail address is addrinfo@osd.pentagon.mil. DEERS recommends the use of lowercase letters when typing the e-mail address.
 - Your e-mail should include the following:
 - (1) Sponsor's name and social security number,
 - (2) The address change you want to make,
 - (3) Names of other family members affected by the address change,
 - (4) Effective date of the address change, and
 - (5) Your area code and telephone number.
 - Other information, such as the addresses for geographically separated family members, will be processed if you provide it.

- An in-person request is done through the nearest uniformed services personnel office. To locate the nearest military ID card facility, visit www.dmdc.osd.mil/rsl/.
- Call the Defense Manpower Data Center (DMDC) Support Office (DSO) at the toll-free number, (800) 538-9552.
- Fax the address changes to DEERS at (831) 655-8317.
- Mail the address change to the DSO, ATTN: COA, 400 Gigling Road, Seaside, California 93955-6771.
- Go on-line at www.tricare.osd.mil/DEERSAddress/.

DMDC



To update information other than an address, beneficiaries should contact the nearest uniformed services ID card facility. Additional documentation like the following may be required:

- Marriage certificate
- Birth certificate
- Death certificate
- DD Form 214, Certificate of Release or Discharge from Active Duty

Note: Starting July 2005, family members who attain the age of 75 will be issued a Uniformed Services ID card with an indefinite expiration date on it. Contact your local ID card issuing facility or Unit personnel office for specific guidance.

Helpful Hints—Newborns

The Department of Defense requires all TRICARE eligible beneficiaries, to include newborns, to be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS).

- Parents and legal guardians are encouraged to enroll their newborn infants in DEERS as soon as possible after birth.
 - A certificate of live birth issued by the hospital or birthing center and a DD Form 1172, “Application for Uniformed Services Identification and Privilege Card” signed by the sponsor is required to enroll the newborn in DEERS.
 - If the sponsor is not able to sign in person, the DD Form 1172 must be notarized.
 - Effective January 1, 2005, a newborn is covered for 60 days after birth as a TRICARE Prime beneficiary, as long as one additional family member is already enrolled in TRICARE Prime or TRICARE Prime Remote for Active Duty Family Members Program.
 - After the initial 60 days, any claim submitted for a newborn will process as TRICARE Standard until the infant is enrolled in DEERS and TRICARE Prime, or the infant’s TRICARE Standard eligibility ends.
 - Eligibility for TRICARE Standard benefits ends 365 days after birth for any newborn infant who is not enrolled in DEERS.
 - By enrolling the newborn in DEERS, TRICARE eligibility is established for the newborn and the possibility of a claims denial due to non-enrollment is avoided.
 - Other benefits of enrolling the newborn in DEERS includes:
 - Drug interaction tests can be performed systematically before they receive a prescription.
 - Catastrophic cap and deductibles can be attached to the child’s record.
 - Enrollment applications should be submitted by the 20th of the month to begin TRICARE Prime or TRICARE Prime Remote coverage starting the first day of the following month.
 - If the enrollment application is received after the 20th of the current month, coverage is not effective until the 1st of the second month.

Reminder

Any changes that impact the family members need to be reported to DEERS. For example, family status changes such as marriage, divorce, new child, age change from 64 to 65 years of age, and any dual eligible (Medicare eligible) category. Because DEERS enrollment is directly tied to eligibility, care can be denied if members are not properly enrolled in DEERS.

Where to Go for Help

DEERS Beneficiary Telephone Center at: (800) 538-9552

New DEERS

- The Defense Enrollment Eligibility Reporting System (DEERS) General Inquiry of DEERS (GIQD) Web application allows users to view beneficiary coverage information and update beneficiary addresses.
- Because GIQD is a Web-based application, it allows authorized users to access and update information using any Web browser e.g. Netscape and Internet Explorer.
- Most access will be through TRICARE Online, www.tricareonline.com.

TRICARE Online



Log On

The log on screen is displayed above. The user ID and initial password are provided by the site security manager (SSM).

Note: The user can attempt to log-on a maximum of three times. If the third attempt is unsuccessful, the password is suspended. The SSM must be contacted to reset the password for the user.

Viewing and Modifying Information

The information screen displays data on the sponsor and family members as it pertains to:

- The sponsor's or family member's person information
- Additional reporting information on each family member
- Coverage history on the sponsor or each family member
- Updating Address Information for the sponsor and family members

Viewing Person Information

Users can view historical data on beneficiaries up to five years. The data on each beneficiary is organized in the following categories:

- Personal information
- Medical Coverage information
- Primary Care Manager information
- Other government programs information

DEERS Coverage

DEERS Coverage

Home Search

Enrollment Dental Pharmacy Log Off Help

Family Member(s):

- H (Sponsor)
- D (Child)
- B (Child)
- S (Spouse)
- B (Spouse)
- N (Spouse)

Current Medical Coverage for: H
Person Id:

Personal Information [Additional Reporting Data](#)

Birth Date: Gender: Male Address: [update address](#)

Home Phone: Work Phone: Fax: Email:

Medical Coverage [View History Data](#)



TRICARE Plus Coverage for Retired Sponsors, Family Members and Medal of Honor

Coverage Begin: 2002-08-29 Inquiry End: 2005-05-01

Primary Care Manager

Selection Begin: 2004-03-07 Selection End: 2005-05-01

[Change Password](#)



DEERS Coverage

Primary Care Manager

Selection Begin: 2004-03-07	Selection End: 2005-05-01
Contact Number: 209-0737	DMS ID: 0853-422 ABS MLD FLT-CROUGHTON
Identifier:	Region Code and Contractor: Tricare Europe 13
Provider Type: Direct Care network	

Primary Care Manager

Selection Begin: 2002-08-29	Selection End: 2004-03-06
Contact Number:	DMS ID: 0853-422 ABS MED FLT-CROUGHTON
Identifier:	Region Code and Contractor: Tricare Europe 13
Provider Type: Direct Care network	

Other Government Programs

Entitlement Reason: Eligible for Medicare at age 65. This value applies to Medicare Part A. (transfer only)	Effective Date: 2000-10-31	End Date: 2005-05-01
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Update Address

A beneficiary's address may be updated via the Update Address utility. Users must be granted access to perform this function. The update address utility allows users to apply address changes to other members of the family.

How to Assist a Beneficiary

How to assist an upset beneficiary on: DEERS Registration and Prime Enrollment for a Newborn

Scenario: The beneficiary walks into your MTF and is very upset because her newborn who is two months old and is with her this morning is not on DEERS and not enrolled in TRICARE Prime. As an astute BCAC you immediately ask for her military ID card and you find the following on your research using GIQD/CHCS:


- The sponsor and she, the spouse, are registered in DEERS but not showing TRICARE Prime enrollment.
- The newborn child is not registered in DEERS.
- You confirmed with the regional contractor TSC staff that there are no enrollment forms on file, nor beneficiary encounter records for TRICARE Prime enrollment on this family in their system.
- The spouse further explains to you that she recalls her husband filling out a bunch of forms in her hospital room after the baby was born and she was under the impression the paperwork was for DEERS and TRICARE Prime enrollment. She wants to know from you, where all that paperwork went to.
 - What technique(s) would you employ to calm this mother?
 - What will you do next?
 - How can you fix the DEERS registration for her newborn?
 - How do you fix the TRICARE Prime enrollment on the family?
 - What other advice can you give the beneficiary regarding her family's TRICARE benefits?
 - What other advice can you give the beneficiary regarding DEERS and eligibility status?
 - How do you convey to this beneficiary that she is valued?

How to assist an upset beneficiary on: Split enrollment for a college student


Scenario: The beneficiary is in your office this morning because he is very upset that his son who is attending the University of California at Berkley is still a TRICARE Standard beneficiary and not TRICARE Prime. He brought a copy of the enrollment form he filled out on his son a month ago and sent through the mail to the contractor for processing. The sponsor and his two youngest children live in Region North. Being the astute BCAC that you are, you ask for his military ID card and immediately begin your research - here's what you found in GIQD/CHCS:

- The sponsor and his two youngest children in Region North are enrolled in TRICARE Prime.
- His two sons: one in Region West at Berkley, CA, and his other son in Region South in Shreveport, LA are both TRICARE Standard beneficiaries.
- His son in Region South is from a previous marriage and living with his ex-spouse, who is not eligible for TRICARE.
- The sponsor acknowledged that he does have a younger son living in Region South from his previous marriage. He understands this, but wants to know why his older son in Region West is not a TRICARE Prime beneficiary.
 - What technique(s) do you employ to calm this upset father?
 - What do you do next?
 - Where do you proceed from here on the enrollment issue?
 - Do you think the enrollment form he has can be useful?
 - How can you empower this sponsor regarding his TRICARE benefits?
 - What other advice can you impart regarding his son in Region South?
 - How do you convey to this beneficiary that he is valued?

Summary



Module Objectives



- Explain why DEERS registration is important
- List examples when a beneficiary's DEERS record needs to be updated
- Locate contact information when assistance is needed